

Contact List

Last Modified on 04/03/2024 6:40 pm EDT

From these cards you can add and edit detailed information for selected Dealers.

The Contact List contains all the persons and entities that have access to a property. Not everyone may be contacted in the event of an alarm. However, if a person has any sort of access to the property, the person must be listed on the **Contact List**. Having everyone with access listed allows for tracking as well as contact should a particular individual set off an alarm.

Notes:

- To see the **Temp Open Time** for a selected technician, the **Can Open/Close Within Temp Open Window** option must be selected on the **Contact Edit** card.
- Removing persons from the Contact List will also remove any Asset Tracking entries that are links to the individual. When you remove a tracking entry, Manitou 2.0 removes all Transmitter and Event Programming for that Tracking ID.

Contacts Card

- You can add a contact by clicking **Add**. When adding a contact, you can use the **Advanced Edit** mode, which takes you through the **Initial Setup, Profile, Contact Points, Name & Address**, and **User Defined** cards, similar to the **Customer Wizard**.
- You can double-click a current contact from the list to edit the contact's information. Again, Manitou takes you through the Add/Edit process, similar to the **Customer Wizard**, where you edit Profile, Contact Points, and Name & Address information.
- You can arrange the order of Contacts by clicking **Sort** on the **Contacts** card. The **Contact List Ordering** dialog box appears where you can order Contacts as you want.
- Bold Group recommends that the contact photo be no larger than 300 pixels for optimum display. Manitou scales down anything larger and scales up anything smaller with a possible loss in clarity.

Notes:

- You can create Script Messages and General Schedules through the cards, as well.
- You can select **Suppress** on the **Name & Address** card if the contact should be prevented from displaying on the **Call List** card. The default is the **Suppress** check box being selected when the contact has no Contact Points.
- Bold Technologies recommends that the contact photo be no larger than 300 pixels for optimum display. Manitou scales down anything larger and scales up anything smaller with a possible loss in clarity.

Contact Points Card

The **Contact Points** card lists all the different Contact Point types available within the system. These include telephone

numbers, email addresses, pager and fax numbers, and web addresses.

You can add and edit Contact Points by clicking **Edit**. Adding a Contact Point takes you through the **Profile**, **Contact Points**, and **Name & Address** cards, similar to the **Customer Wizard**.

Notes:

- You can create Script Messages and General Schedules through the cards as well.
- You can select **Suppress** on the **Name & Address** card if the contact should be prevented from displaying on the **Call List** card. The default is the **Suppress** check box being selected when the contact has no Contact Points.

Fields

- **Suppress** – Select to suppress the contact's birthday.
- **VRT ID** – Voice Response Terminal. A Dealer logs into VRT (Voice Response Terminal) or BoldNet Neo to put the account On Test outside of the schedule.
- **Web Profile** – The contact's Web permissions.

Attentions

You use Attentions for the purpose of printing and mailing paper copies of invoices, reports, and shipping information run through Manitou. If an Attention exists, Manitou will print that attention prior to printing out the physical address of the recipient.